

# NIH Help Desk Customer Satisfaction Report

For the Period 10/1/2004 to 9/30/2005

Tickets by Category Summary, Sources, Tickets Closed and Unresolved.

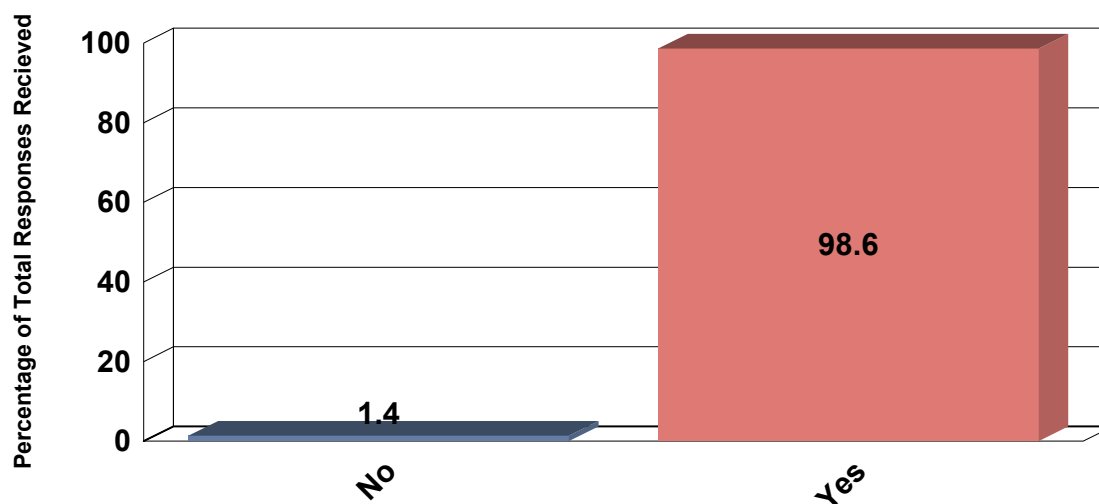
Snapshot Date: 10/3/2005

Number of Surveys Sent During Period: 65,477

Number of Surveys Returned: 3684

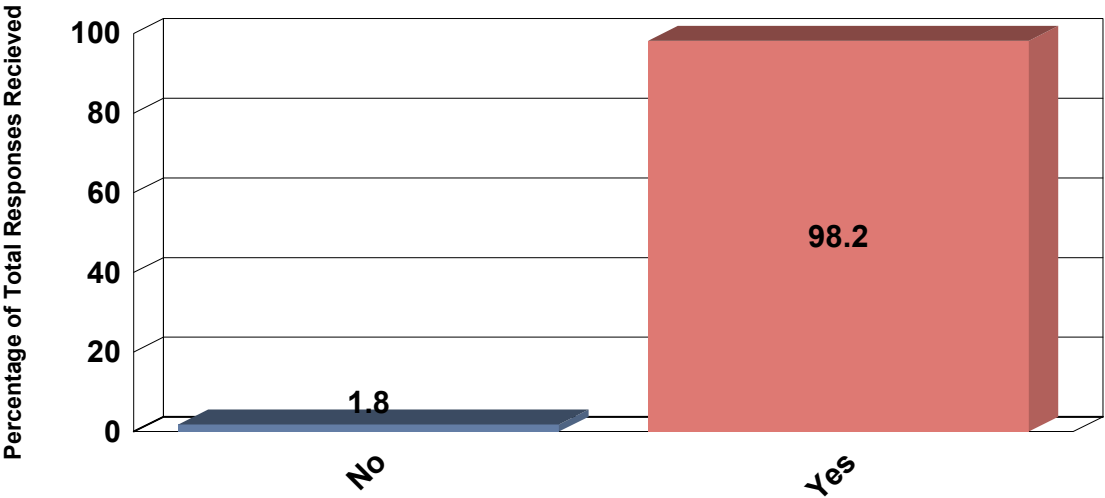
Rate of Return: 5.60 %

## Were the Consultant(s) Courteous?



Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST1608247	THis guy refused to consider that my problem was related to what the helpdesk had informed me to do in an earlier call.
ST1677059	I have not spoke to anyone
ST1674662	When I informed him that my user id for DELPRO did not consist of 7 characters he told me it should. I said it contains 2 lette
ST1345306	Not the initial consultant who left me on hold until disconnected. Shawn was able to help.
ST1657952	Rude!!!! He made me feel like I was Infringing on his time. Like he was having a bad day. So I handled the problem myself withou

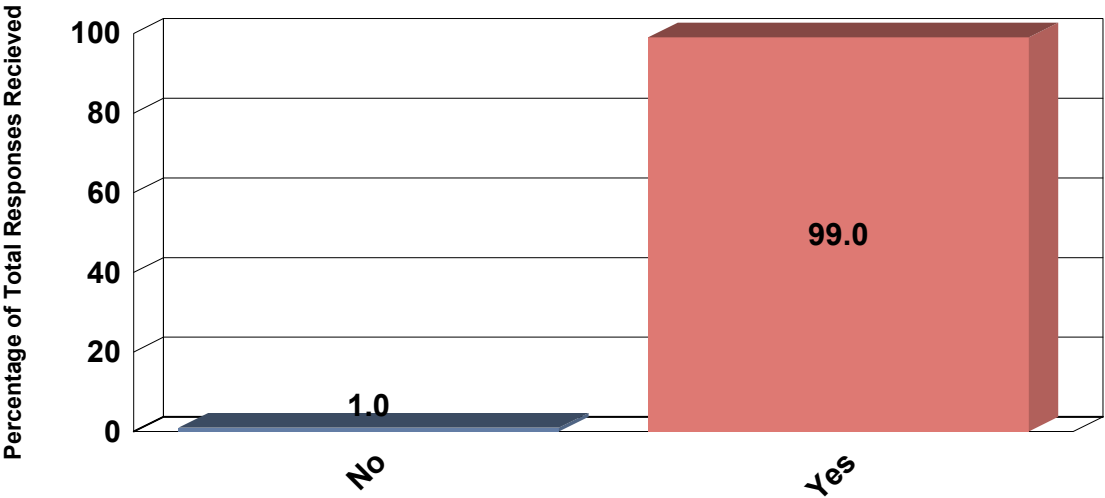
**Did the Consultant(s) Understand the Problem/Request?**



Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
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ST1647299	He didn't even talk with me. He sent a standard referral to the Spam website. I've been there and been trained. That is not h
ST1677059	No because I still can not use service
ST1608247	He never even considered the possibility that deleting cookies was causing me problems, and despite repeated requests from me, c
ST1684178	In creating the account, my domain, login, and password were sent to the email address being set up. Therefore, I had no way to
ST1644113	I was unclear, but the problem was not locking the computer but restricting access to the computer to only a select individuals.
ST1726514	They could not help me with the problem.
ST1355890	Can't explain due to character limit
ST1702849	NED system is correct, CIT database has wrong information. A request for a change was placed before.
ST1703163	My records show no disbursement of funds....It's not clear to ME how these systems are not coinciding.
ST1719371	I put in a request with Sean Gruber to have my account enabled. Evidently he enabled my account but he neglected to inform me th
ST1450492	This is the 3rd time I've tried to complete this form. Please have someone contact me asap. 301-402-1770.
ST1737481	<a href="http://www.algorithmic-solutions.info">http://www.algorithmic-solutions.info</a> is being inappropriately blocked by the NIH web access control system ( <a href="http://accessdenied">http://accessdenied</a>
ST1618692	I only needed the format for the user ID. I asked if it was the same id used when logging onto NIH email. They could not give
ST1696883	The consultants did not understand the kind of technical support I needed. I needed Network IP support.
ST1752094	They had "never heard about it" and offered to "do research on it". I can't afford that, so I declined.
ST1677749	The problem kept recurring because the consultant did not fix it properly - all last week I struggled with my computer being lo
ST1345306	I don't think the first person did, but Shawn did.
ST1582300	Someone else told him after he walked me through instructions that the Silk page for Titan Password was not working.
ST1582462	This person talked down to us as if instructions were not read.
ST1690826	No

**Was the Problem/Request Resolved in a Timely Manner?**



**Service Ticket Number**

**Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?**

ST1506274	No Answer
ST1610679	No Answer
ST1647299	Less than 4 hours
ST1677059	Less than 1 hour
ST1345306	Other (Specify) I was left on hold by the first person and disconnected. I had to call back for help, which is when I got Shawn.
ST1424913	No Answer
ST1480795	No Answer
ST1554285	No Answer
ST1556335	No Answer
ST1582300	Other (Specify) No, I was sent up to the Account Sponsor who had an unresolved problem from yesterday. Temporary passwords cannot be changed.
ST1582462	Other (Specify) Said it couldn't be done and had to go through Account Sponsor, who had reported problem yesterday.
ST1582873	No Answer
ST1597267	No Answer
ST1690826	No Answer Never resolved
ST1644113	No Answer
ST1667672	No Answer
ST1726514	Immediately < 15 minutes

ST1732112	No Answer
ST1355890	Other (Specify) An indication of a plan of resolution.
ST1702849	No Answer There has been no resolution.
ST1703163	Other (Specify) No research was done to conclude closure of this ticket, therefore, no adequate time can be specified.
ST1719371	Less than 3 days
ST1677749	Less than 1 business day As I said above, the problem kept recurring all last week. Only on Friday, the consultant tried something new, and fixed it.
ST1345545	No Answer
ST1608247	No Answer I'm hoping my local help guys can deal with it.
ST1684178	No Answer
ST1735533	No Answer
ST1572004	Other (Specify) After I identified the error on 5/18, it has taken 3 emails and it was finally resolved today. This is a VERY long time!!!!
ST1618692	Immediately < 15 minutes
ST1696883	Less than 1 business day
ST1747282	No Answer
ST1752094	No Answer The problem was not resolved at all.
ST1450492	Immediately < 15 minutes Initial request sent at 9:17AM and completed after 10:00AM. Please contact me asap.
ST1451094	No Answer

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ST1470167

No Answer

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ST1576014

No Answer

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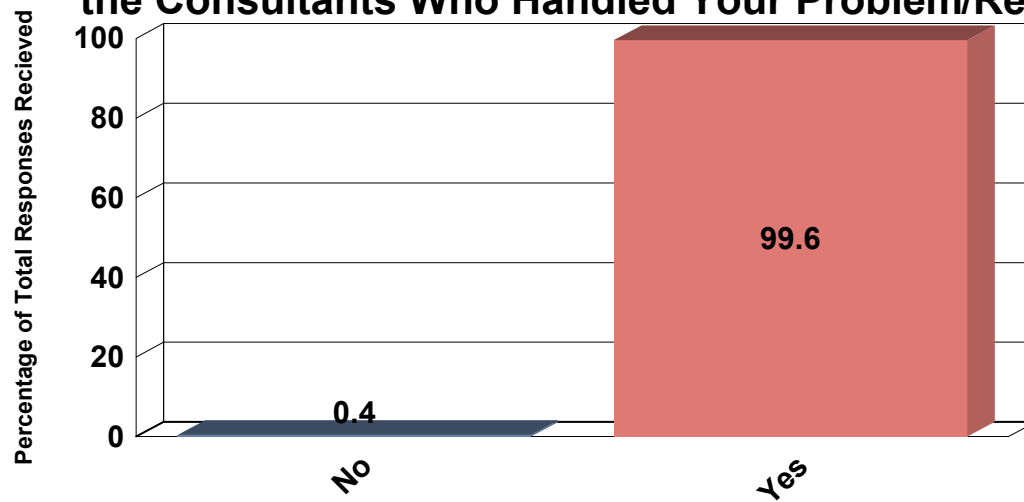
ST1737481

No Answer

The answer was timely, it was just not germane.

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### Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?



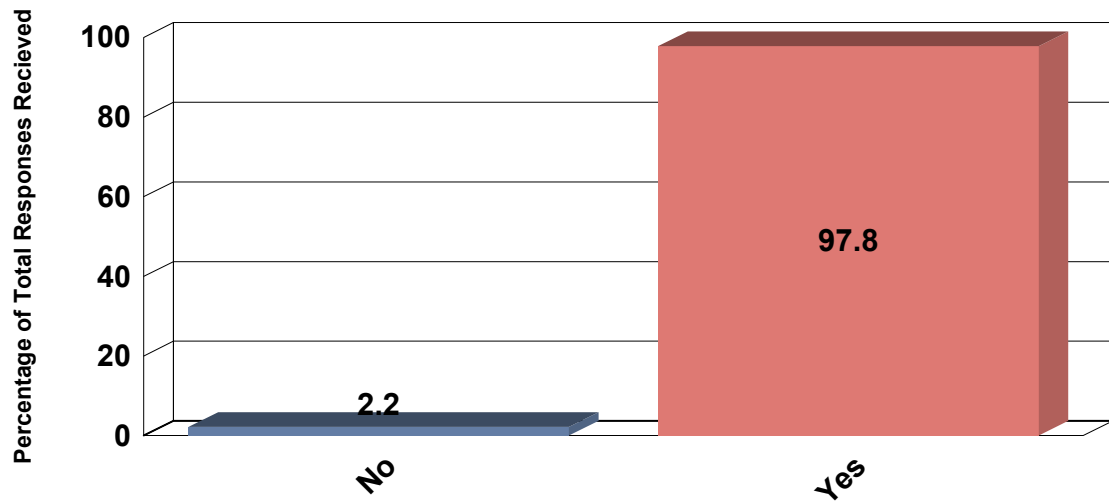
Service Ticket Number

Which Consultant(s) Was Not Effective?

ST1525581	No Answer Just the one I spoke with this morning.
ST1677059	Couldn't tell
ST1608247	NIH Help Desk Consultant Phone support.
ST1344303	No Answer I sent the first message, then tried something else to resolve the problem. Sorry, again!
ST1381335	Couldn't tell
ST1607672	Other (Specify) Again, I was not the one who submitted the ticket.
ST1667672	No Answer
ST1605353	No Answer
ST1674662	NIH Help Desk Consultant
ST1345306	No Answer From the first person, held on until disconnected. From Shawn, he was very effective.
ST1528286	No Answer
ST1657952	NIH Help Desk Consultant Slightly Rude! Very unprofessional in his handling my call, like I was bothering him by requesting someone to assist Verizon.
ST1684352	No Answer
ST1359748	No Answer
ST1625903	No Answer
ST1710033	The Consultant who resolved the problem/request



## Was the Problem/Request Resolved to Your Satisfaction?



Service Ticket Number

Would You Like to Reopen Your Service Ticket?

ST1667672	No	Help desk contacted me saying they did not know how to direct the request to the NED staff. They asked me for the info, which I h
ST1608247	No	I trust my local support people, who agreed to come help me without giving me a RUDE hassle.
ST1747282	No	
ST1711466	No	
ST1618692	No	
ST1382771	No	
ST1677157	No	
ST1572004	No	
ST1752094	No	
ST1653322	No	301-594-1590
ST1579649	No	
ST1582300	No	I researched to get a workable syntax and sent it back to TASC. Please get message to your consultants so they don't lose an ho
ST1588920	No	
ST1498910	No	
ST1345545	No	
ST1672364	No	opened a new ticket
ST1470167	No	

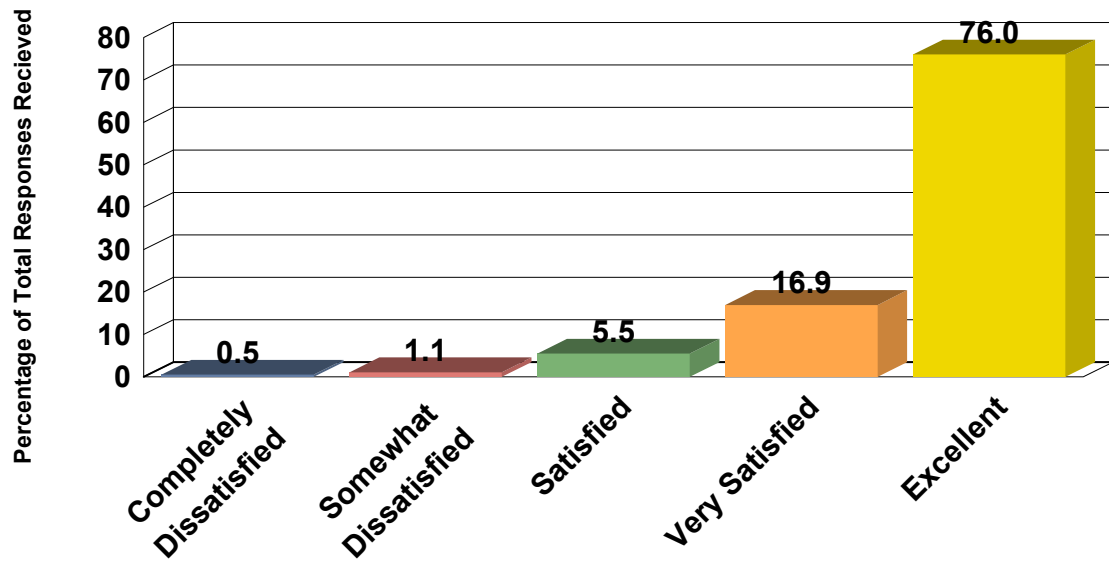
ST1329156	No 301 435-7633
ST1493914	No
ST1320471	No
ST1449600	No
ST1364004	No
ST1732002	No
ST1718294	No
ST1705638	No I do not need this particular ticket to be re-opened because I have sent an email directly to ListServ Admin. I have access to R
ST1737481	No
ST1492723	No
ST1703163	No
ST1696883	No I don't feel you have anything to offer
ST1647299	No The problem was not resolved. I received an email from "paypal" asking that I provide personal information. I wanted to know i
ST1677059	Yes 2022059296
ST1675589	No
ST1608439	No
ST1603008	No

ST1620691	No
ST1355890	No email: nahabf@ninds.nih.gov
ST1715577	No
ST1626035	No
ST1726514	No
ST1725536	No See note above.
ST1644444	No
ST1396884	No
ST1542378	Yes 301 496-7576
ST1625803	No
ST1618039	No
ST1756279	Yes
ST1743496	No
ST1587302	No Each time I call we are charged, yet the problem still persists.
ST1677749	No
ST1567371	No
ST1380019	No
ST1383331	No

ST1702849	No No resolution.
ST1691754	No
ST1719371	No
ST1722476	No
ST1450492	No
ST1735533	No
ST1739628	No
ST1674662	No I will contact the help desk another time.
ST1614620	No
ST1609074	No Please make sure that slides are in focus. Thanks
ST1707872	No
ST1634683	No
ST1412721	No
ST1467767	No
ST1474146	No
ST1401986	No
ST1345306	No From the first person, no. From Shawn, after I called back, YES. Thanks Shawn.
ST1359748	No

ST1657952	No	For the record,I took care of problem. I called John Pollack myself,without the Consultant's help. John took very good care of V
ST1382715	No	
ST1725076	No	
ST1690826	No	Monday
ST1626248	No	
ST1582462	No	As previously stated, found resolution and emailed it to CIT Helpdesk.
ST1625872	No	
ST1618359	No	
ST1702950	No	
ST1683207	No	
ST1421608	No	

## How Would You Rate Your Overall Customer Experience?



Service Ticket Number	Comments/Suggestions
ST1324536	Great job!
ST1330903	Mike F, you're great, thanks.
ST1331020	I answered some of the questions untruthfully, because the correct answer was not available. I did not speak to the consultant, who apparently was contacted by my local IT support person, so I cannot evaluate the interaction.
ST1332142	Thanks so much! Jane
ST1334852	Thanks Justin
ST1338543	n/a
ST1339452	NED should warn about two building 10s in list.
ST1341969	thank you so much . you did that well.
ST1345803	Sean was very patient over the phone and suggested several links that I could download to mitigate the problem I was having with pop-ups. Excellent customer service!
ST1352357	She was very polite
ST1355866	Barry Shay took care of this matter for us. As usual, Barry was quick to respond, efficient, and friendly. We appreciate his help.
ST1363702	I'm sorry I didn't get the gentleman's name who helped, but he was very polite, courteous and most of all - very patient. Thanks.
ST1371864	hire more people like Rod
ST1383044	Scott was outstanding providing me with the fix for my excel worksheet problem. Patient, helpful, and knowledgeable! Thanks
ST1385416	You have excellent customer service.
ST1392035	Happy New Year
ST1394121	I have always so far gotten excellent service



ST1399001	Thank you for your very helpful service!
ST1405082	Pat Cleveland made sure what was needed was in place for this special email account which has confirmed to be working
ST1405773	All IT staff I have come into contact w/ (especially the TerpSys troops have been GREAT!!! Keep up the good work TEAM!!!!!!!! Thanks!
ST1405860	Great service!!!! Great people!!!!!! Outstanding!!!!!!
ST1405869	fast!!!!..whoever helped me was/were fast!
ST1406546	Jaime was most helpful. He assisted me the other day when I called and always maintained a positive attitude even when I got frustrated and didn't know how to explain myself. Kudos to Jaime keep up the good work.  Tina Monk
ST1416528	good job guys.
ST1417226	Could not have been better!
ST1417707	This survey is an excellent idea.
ST1418790	They are so fast, my God never seen that kind of service in the government ever.
ST1420495	Very excellent support as usual.
ST1421731	great help to me. thank you very much.
ST1422355	Dan Gange was very knowledgeable, patient and helpful. I appreciate it that he was proactive and called me to follow-up. Thank you, Dan.
ST1424253	I will be calling you to set up Outlook in the next 2 weeks.
ST1433213	The Help Desk was extremely pleasant.
ST1435068	Thank you for prompt assistance.
ST1438376	I'm sure I've been helped before by Shaun and each experience has been pleasureable and resolved immediately perfectly! Thanks, Shaun! Cathy

ST1438769	Mr. Justin White was exceptionally professional and knowledgeable of the IT issue requiring resolution. Thank you.
ST1438926	I want to thank Mike for all of his wonderful help on Friday, February 4th. He was very patient and understanding as well as knowledgeable. Mike was there every step of the way. Again Many thanks to You Mike!
ST1443312	Extremely good service! Thanks for getting our printer back on-line so quickly!
ST1454574	Give Pilar a raise!!
ST1457126	CIT was great today with many problems. Thank you.
ST1462091	Received great help and CIT individual had patience and thought through the options of how to solve the problem.
ST1473317	Assistance was very friendly and competent.
ST1474750	thanks for all the help.
ST1475496	it was the first time he was helping me out, and he was incredibly sweet. thank you.
ST1476490	The technician followed up the email response with a phone call and walked me through correcting my GAL entries. Nice touch!
ST1488051	Mr.Mike Dorsey was extremely professional and most helpful in diagnosing and correcting the IT problem. Thanks.
ST1488053	I have always had an enjoyable experience whenever I called CIT for assistance.
ST1493213	Alex did a nice job of walking me through the default spell check fix and suggesting another defaults related to my query.
ST1503115	Thanks for your help. From Susan Goodman
ST1505453	I want to thank the young lady for walking me thru the problem this morning. She did an excellent job. Thanks again. Evelyn Lyons
ST1509676	No suggestions.....
ST1509712	Mr. Diaz was very thorough resolving my problem. He called and left a voicemail as well as an email. This is the type of service everyone at CIT should provide.
ST1510049	no

ST1519516	Kudos to the patient person who helped me through a different version of programs.
ST1527409	The technician was extremely helpful and patient. Thanks!!
ST1527729	I always get excellent service, thank you.
ST1533939	I am very pleased with your response and help.
ST1535793	Dustin took the extra step in assisting with my request by sending me the required form. Had he not done that, I probably would still be searching for the correct form. I really do appreciate the wonderful service.
ST1537128	I updated my computer with a later version of Adobe Acrobat (6.0) and now I am able to pull up PDF files. Thanks!
ST1537432	Carla was helpful and very professional.
ST1540796	REpresentative was very helpful and courteous.  Martin
ST1551650	This was an email request so I didn't have any interaction with a consultant.
ST1553073	person who answered the phone couldn't help me ... but was able to connect me with a knowledgeable person who problem solved with me until it was corrected - thanks!
ST1567165	Appreciated the help.
ST1569920	Well, I was not expecting to get such a great help! It was an excellent help I can tell. He (Mr. Joe Gannon) realized all possible problems I may be facing and how I can solve those and how my current problem. Thank you very much!!!
ST1570244	The NIH Help Desk is my best resource for any help. Thanks.
ST1570796	Terrific help with a problem that required very specialized word xp expertise. Providing access to skilled individuals with substantial experience on the use of specific software packages is a real improvement gained by the institute wide NIH help desk sy
ST1576104	I said this was resolved satisfactorily because the agent gave me a straightforward answer quickly. Unfortunately, it really isn't satisfactory (due to no fault of hers) since I don't understand why NIH can't find a way to enable people like me whose IC
ST1323199	Clone Joe Gannon.

ST1328503	Server came back up
ST1331417	Joe Gannon is a genius, he is great!!!! Munira
ST1332550	It might be helpful to inform others that the problem relating to VPN connectivity was due to the fact that Windows XP home editin was installed on the client's compouter and VPN software is incompatible with this version of Windows XP.
ST1339300	I RECEIVED EXCELLENT CUSTOMER SERVICE FROM THE REPRESENTATIVE.
ST1343892	Ms. Peacock was prompt, very pleasant and helpful. Thanks!
ST1346700	Thanks!
ST1348849	I am giving a good rating without actually looking at what they did. This survey should be adjusted to where you are able to look at what they have corrected instead of just telling us what has been corrected and expect us to go on that. THANKS
ST1352663	The OIT help desk was very supportive and really resolved the problem.  I am most appreciative, particularly considering its the afternoon just before Thanksgiving
ST1357641	I was very pleased with the professional and courteous manner of the person who helped me.
ST1359328	I didn't hear her name, but the woman who called to help was very professional and helpful.
ST1361573	Justin is very helpful and a kind person to work with and I appreciate all his timeless efforts in trying to get my laptop up and running plus getting me set up on my home computer that will enable me to continue to do my NIH work.
ST1363710	Never actually spoke with anyone and the instructions were not locatable on my screen but the concept was clear becuae I can now reply. Thanks.
ST1370703	very timely! THANKS!!!
ST1384483	Sean was very patient and helpful!
ST1385093	Thank you for your quick knowledgeable service, very helpful.
ST1390239	always excellent help

ST1395307	none
ST1401780	Prompt resolution to my problem - Thank you!!
ST1406903	It took the consultant a bit of time to actually help me access the Web Mail last week but once he understood, it was taken care of fairly quickly.
ST1410556	No
ST1410887	Mike responded very quickly, and gave me excellent help. Thank you!
ST1415488	Fabulous- that was actually fun. My regards to Joe Gannon and his excellent "computer-side" manner ;-)
ST1420138	Phil was very knowledgeable in installing and setting up the VPN!
ST1422288	IF THE PROBLEM HAS BEEN RESOLVED THE CUSTOMER SHOULD BE GIVEN THE CHOICE WHETHER OR NOT TO DO A SURVEY NOT MAKE IT MANDATORY IN ORDER TO SEND CONFIRMATION.
ST1425966	Sean handled my issue like a true professional. I have spoken to him before and as always he solved my issue with a prompt response. Give this guy a raise!!
ST1436368	Kendra even took the time to call me back and let me know it wouldn't go into the system for 24 hours. That was very thoughtful.
ST1437034	The person who helped me was very patient, walked me through resolving the problem. I really appreciate his help.
ST1438813	great over the phone help
ST1440035	He showed wonderful patience in getting the correct info to me--about a difficult problem in MS Outlook. This resolved an issue that has been bugging a number of us for some time. THANKS
ST1444897	good job. thanks
ST1446389	help desk technician contacted we within 5-10 minutes after I submitted the request and was skillful understanding and very polite - excellent job
ST1450988	Good job. thank you.
ST1456361	I'd like to thank CIT personal for prompt and professional help
ST1457080	thanks.

ST1463704	Excel has BIG problems when used for inserting text in the Supplies and Services form. I hope it can be fixed because we use this form regularly.
ST1470649	Consultant was very knowledgeable and helpful -- please pass along my thanks.
ST1470853	Excellent service from Ms. Jackson, I was very satisfied. Outstanding Customer Service
ST1471460	It was a simple problem, but was still handled excellently. Thanks.
ST1478351	The Help Desk consultant was courteous and was able to solve my problem quickly. Thanks.
ST1485641	She was very helpful and knowledgeable.
ST1487831	Joe did an excellent job. I appreciate his prompt attention to my problem with email. thanks
ST1489281	Quick and efficient!
ST1495369	No
ST1501339	Great help!
ST1502392	I had to reset my password in DataTown and the technician knew exactly what I needed to do. Thanks again.
ST1505877	I would like for you to acknowledge Daniel because of the excellent customer services that he exemplified. He was extremely courteous, pleasant, helpful and professional. Thank you.
ST1507291	I got my question resolved quickly.
ST1507608	I appreciate the answer that I received to my question. Thank you for your help.
ST1509089	Thanks, John!
ST1509774	Problem solved. I am able to operate remotely.
ST1510292	Very courteous consultant. Keep up the good work!
ST1511141	Excellent job in guiding me in fixing the problem.

ST1512412	Excellent help is provided by the help desk. thank you very much
ST1520603	no comments
ST1521231	It would be nice to find out what the actual problem is that continues to cause my.nih.gov to go down.
ST1526783	YOU ROCK!
ST1535639	Brett Wimsatt went the extra mile for me to get this resolved. I was able to inform the Branch Chief whose travel this is, that it was corrected quickly and efficiently. Much appreciation to him and all involved behind the scenes. I keep saying it - yo
ST1547868	no
ST1552957	Mr. Davis had a complete understanding of the problem and did an excellent job of completing the request. His manner was thorough and courteous and he completely answered any questions I had.
ST1563315	I'm grateful that someone from Tech Support works after 5:00! Please keep it up. Thanks --
ST1565445	Problem solved quickly. Thanks Al Robertson
ST1569964	This questionnaire is irritating and the questiona seem redundant.
ST1575616	Morgan Glines was outstanding.
ST1577274	Well done. The person who answered passed me to Francisco. He solved my problem and even helped me do something that I thought was impossible -- change the name of my VPN connection entries to "home" and "office." Make sure everyone knows how easily th
ST1589853	The response was stunningly fast.
ST1591840	I was very impressed with the representative who took my call and immediately understood my problem. Resolution was faster than I had anticipated. Many thanks, and continued great customer service!
ST1576506	The service I received regarding this request was excellent and timely.
ST1583261	Thanks Dustin.
ST1589590	Pete is great. always very helpful and nice.

ST1602585	JOB WELL DONE, TO GOD BE THE GLORY.
ST1605444	I called the NIH helpdk and was referred to another young lady whom I must say deserves an award. She knew exactly the problem and how to handle with respect. I've been waiting 2 wks to get prob resolved.
ST1609548	I did not anticipate that service would be so prompt. I was pleasantly surprised. Thanks so much! A. L. Bilal
ST1611490	Thanks.
ST1613377	Thank you!
ST1613492	very helpful
ST1615863	Thanks!
ST1616315	I just wanted to thank alex for being persistant and getting back with me in a timely manner.
ST1619011	Cathy was extremely helpful. Her handling of my problem was highly efficient and effective. She had a MAC specialist who fully understood my problem follow up with me. I appreciate his efforts as well. Thanks to ALL! Joe
ST1620763	The technician who assisted me was quite responsive. He clearly communicated the steps for changing a password for the Delpro System.
ST1625846	Nothing lacking, you guys do a great job.
ST1632243	Not at this moment. Thanks for your promptness.
ST1637813	(1) In the help request form there is a question that asks how I would like to be contacted. I always give my email address. Invariably I am contacted by phone. In this case, I was left on hold for several minutes while she contacted the email speciali
ST1645480	there should also be various ways of instructions (email, etc.) telling how to reset your expire password if you don't want to or have the time to speak with cit .
ST1659555	I would like to suggest that the NIH Login page for SILK put a small note saying that you do not need to put 'NIH\ ' before your user ID. Some logons require it and some don't and the requirements keep changing so it is difficult to remember.
ST1667359	Thanks.



ST1681540	I was so appreciative to receive such a quick response. The young lady was very helpful.  Thank you.
ST1684385	Thank you
ST1684744	I greatly appreciate the timely and high quality service provided by the Help Desk/CIT.
ST1688384	Mrs. Patti Cleveland is an exceptional individual, who has no room for improvement. Simply put, service couldnt be provided any better. Thank You Patti Cleveland
ST1689707	The consultant, Todd, was extremely helpful in answering my question. The Help Desk is extremely essential to being available at all times for NIH staff's continuing work progress and challenges. Thank you!
ST1690079	None.
ST1690412	The help desk responded alomost immediately to my email requesting help. The gentleman who assisted me was was very professional, efficient and extremely helpful. He explained very clearly what I should do.
ST1690511	Patty is always do thing right
ST1691780	Thanks, Joe Gannon...you were great!
ST1696230	Phil Jenkins is fantastic - give the man a raise!  Many thanks, Cheryl
ST1696563	When talking to the person regarding the parachute account, I mentioned that I heard that Parachute is now using the NIH logon and password and I was told NO, that is not available yet. When returning to my office, I found the email from William Jones on
ST1700066	I was sent the information requested via email. Unfortunately, I have not tested the data at present. If all goes well I should be very satisfied. Thanks.
ST1701054	Thank you
ST1703489	Great Work! Thanks!!!
ST1705263	It is refreshing to have such an excellent, courteous, patient technician who rapidly responds to the problem. His name was David. Thank you for this service.
ST1709037	There should be some guidance as to what the requirements for a new password are so I could have figured it out on my own. I tried many combinations of characters before I called for assistance.
ST1714806	Response time was quick and the technician was most helpful in resolving the problem.

ST1718886	It really helps to be able to talk with a knowledgeable individual. Thank you.  Carl
ST1727159	I have been very pleased over the past several months with multiple tickets that have been completed by Justin Kirby and Andrew Rosado. These guys often go above and beyond the call of duty and are always knowledgeable, helpful, and polite. I really app
ST1727309	thank you
ST1728415	Very excellent help as usual.
ST1729705	Outstanding service!! Please commend the young lady who walked me through the process to resolve the problem. Thanks.
ST1731305	The NED Help Desk was terrific. They answered my question and enabled me to take care of the problem regarding perimeter access. I wish to thank them very much for their help.
ST1731305	The NED Help Desk was terrific. They answered my question and enabled me to take care of the problem regarding perimeter access. I wish to thank them very much for their help.
ST1733197	Randy is always eager to assist. Thanks.
ST1733610	"Tony" was curious, as well as helpful. He's an asset to the NIH Community.
ST1737321	Good Job! & Thank you!
ST1742854	always *****
ST1745708	Very helpful!
ST1750911	great fast response
ST1753142	N/A
ST1756373	The Help Desk was very courteous and helpful as always!
ST1592529	Mike Dorsey emailed me excellent feedback on what he found and asked me to confirm that the problem had been resolved. He did an exceptionally good job on handling this ticket. Thanks!
ST1603140	Fast, excellent, efficient service!

ST1623810	A speedy resolution. Thank you!
ST1625782	Thanks for the quick response.
ST1631133	t
ST1636292	Very efficient operator. Really outstanding. Thank you very much. 7/1/2005
ST1645616	No additional comments.
ST1646300	If you would clearly state the password requirements when a password is rejected, it might save a lot of phone calls.
ST1647450	Message was received that the resolution had been completed without indicating it could take up to 3 hours before the correction was displayed. Consultant called and explained.
ST1662675	The tech who called me should not be at work today - she could barely speak due to laryngitis. She's harming her voice by trying to speak. Thanks anyway.
ST1664437	Randy and company were prompt and very helpful. thanks guys...
ST1670412	Thanks, John.
ST1681126	This specific consultant is superior than others who served our PC regularly.
ST1681253	Always outstanding service
ST1691403	Fast Response.
ST1694766	CIT HAS ALWAYS HELPED ME IN A MOST EFFICIENT, TIMELY, AND COURTEOUS MANNER.
ST1696634	It was good that Treesy Cox informed me by phone that the problem was resolved. Thank you.
ST1697740	Thanks for the continued help!
ST1701717	I want to thank the entire staff because every time I call in everyone is so efficient and easy to work with. Thank you all very much.
ST1703463	The CIT representative I spoke to was very, nice. I thank her for her help even though my question was stupid:)

ST1703828	Not at this time. CIT is very professional and reliable. Thank you.
ST1719899	Keep doing what you are doing!!!!
ST1721546	It's fine, doesn't need improvement. The staff is always helpful and courteous; can't ask for more than that.
ST1724052	support person did not have detailed knowledge of what might have caused the error message i got; message probably due to weekly cit windows updates rollout this week, but no information was provided regarding possibly getting an error message this time
ST1727176	I appreciate the quick response to this request.
ST1730054	The CIT consultant was very informative and knowledgeable with my computer/ADB problem. She provided clear information and a direct solution to my challenge. Thank you!
ST1731678	Joe was a tremendous help. He was VERY patient was a person who is not computer literate. I love the computer, but boy do I hate it. Thank you all.
ST1735181	You guys are always there to help out and never seem to lose patience. Thanks so much!
ST1736631	I don't know if this is within the responsibilities of CIT, but the ADB does not state, at least not on any commonly accessed screen, that User IDs will be deactivated after a certain period of not being used. The ADB should clearly state this in a promin
ST1741773	Thank You so much for all your help.
ST1742575	The Technician was very polite and thorough.It was a quick and pleasurable experience. Thank you, Jennifer
ST1757198	The technician was very helpful and efficient.
ST1322384	Mike was very helpful, and knowledgeable about my printer/computer problem. He helped resolve this issue in a very timely manner. Thank you.
ST1324582	Thank you very much
ST1327206	Thank you.
ST1328930	The consultant gave me confidence in that the problem did not come from my computer. She gave me reassurance.  Thank you.

ST1341464	maybe to anticipate a web connection when establishing an account, though mine might have been a bit idiosyncratic ...
ST1346267	Verison came by 2:30 p.m. and fixed the problem!!
ST1350934	I don't remember the young lady's name who assisted me but she did it in two sentences. Now that's what I call good service!!
ST1356369	thank you for your help. Great job. Magdalena,
ST1360077	Outstanding response time. Thanks very much!
ST1365328	Technician was superb
ST1369560	thanks for a thorough, quick response.
ST1370144	My only comment is that Lekeisha Jackson was terrific! She was polite, friendly, caring and very efficient and professional. Thanks!
ST1375575	Thank you for calling me so quickly. I must have been contacted within 5 minutes or less. Thank you to the gentleman that helped me so quick and took his time. Thanks again.
ST1379465	She is top notch and the best.
ST1380010	thanks for all your immediate help.
ST1384190	no
ST1385606	Thank you for your immediate help to my distressing problem. Thank you also to Lauren Zelepsy who immediately came to my office to promptly fix the problem. Jane Blash, NP
ST1402789	these accesses should be added without having to ask for them
ST1403209	Thank you very much for excellent help !
ST1410649	The NIAAA CC appreciates your expedited response to this issue
ST1413716	I was very impressed with the timely response to all individual problems I had- by immediately issuing tickets for all 4 while keeping me on the phone. Very efficient and professional.
ST1415761	I appreciated the fact that the individual explained the assignment of the VPN account may take a day or two to process after submission.

ST1418416	Thanks for the quick service. I really appreciate it!!!!
ST1418955	I want to acknowledge the work of Dan Gange who recently helped me through a computer issue.Dan was courteous, patient, and helpful.I especially appreciated his follow-through. He also listened to my questions. Mr. Gange is a wonderful asset to the NIH.
ST1433307	no, thank you
ST1434370	excellent job
ST1438876	I always get good and courteous service from the help desk. Thank you.
ST1444731	I like this idea of troubleshooting; I do not care to have tickets issued and having to wait for someone to show up at your desk, when things could be expedited/resolved with a phone call.
ST1445018	I always get excellent service. Thank you.
ST1449924	No, nothing additional, except to say again people at help desk were courteous and resolved the problem in a timely manner.
ST1456561	Superb job
ST1458452	I received an immediate solution to my problem, and also received future information that I will need. Very timely excellent service
ST1459597	I was walked through step-by-step to the solution to my problem.
ST1462529	Patty is terrific!
ST1462979	Besides clearing cookies, my bookmark was also a problem. I deleted it and made a new one which works fine.
ST1469546	The person who assisted me (Daryl) was very helpful.
ST1473422	I veen got a promised call back. Thanks you, very professional as always.
ST1479793	Can't remember the gentlemen's name. But he was very courteous and extremely patient while assisting me. My only suggestion is to keep up the good work.
ST1480784	Quick response to my request and quick resolution. Much appreciated!!

ST1489969	When you can prevent problems from happening, you will have done the impossible! So far the help is excellent.
ST1493426	The consultant was excellent in understanding my question and clarified what had to be done.
ST1494563	I am glad the cit person actually make other contacts for me instaed of me having to gather additional info from the pager people then relaying it to the cit person. This worked the way I invision a help desk operating. Thanks !
ST1499368	Very helpful and friendly...Thanks!
ST1507696	THANK YOU!!!!
ST1522654	It's always a pleasure dealing with Randy Francini. He is very accommodating and professional.
ST1524374	I want to thank Kendra for helping me get NBS Travel Users back on the NIH Portal. She also told me the HELP DESK was aware of the problem and working on it to get it fixed. THANKS AGAIN KENDRA.
ST1524700	The CIT professional, Todd, helped me solve my problem of getting into the NBS Travel system. The CIT Help Desk has been a tremendous group, providing me with on-the-spot help and information needed to do my job. Thank you ALL for being there!! Sharon Pa
ST1526587	YOU ROCK!
ST1532650	As a contractor, he really did not understand as if he has been on site at NIH for long, but the problem did resolve itself as we spoke, and he was courteous, and would have helped me get it straightened out if I had needed more help.
ST1533830	Thank you!
ST1534438	Great service and response. Thanks!
ST1538608	It was a pleasure to speak with Cathy. She was very helpful and courteous. My problem was resolved very quickly. Keep up the good work!
ST1541491	Today, everything was handled very well. The only problem that I have had "in the past" is the link and timeliness of Techs responding to Citrix or other services needing in-building support when the request has to first go through the Helpdesk. Sometim
ST1546363	If I hadn't sent the email I would of never guessed to "right click" for the form. All of the other forms came up easily using the "left click".
ST1552693	This was a memorable encounter. I had a lot to accomplish, wasn't very organized about what was wrong, and kept wanting "more." Phillip Davis is a genuine credit to your staff.
ST1553944	Very quick reply and solved the problem with just the one e-mail procedure

ST1555112	REsponse was very fast -thank you
ST1556595	Thanks for the very quick resolution! GS
ST1556794	I really appreciate the courteous and good services I got this morning to resolve my logging problem.
ST1557310	I am grateful for the prompt and helpful support that I received.
ST1560141	Problem was solved wonderfully well. Thank you for your prompt response. R. Feller Baum
ST1562448	Service was effcient! Very satisfied with work done!
ST1562566	WELL DONE.
ST1565230	Thanks!
ST1574704	This was a much more timely resolution to my problem than I had yesterday to my password problem. For that problem, I was not contacted for 2 1/2 hours and then as I was leaving for a meeting. That service yesterday was TOTALLY unsatisfactory. I did no
ST1584224	Very polite and eager to listen and help my whole office since the problem was affecting the other computers as well as my own.
ST1585475	The person who helped me (Todd) did an excellent job, he called several people to get me set up with the access. (which I thought I already had) Fixed in less than 10 minutes! Thanks!!
ST1592638	I found the representative who helped me to be exceptionally kind and patient. My problem was resolved very efficiently.
ST1593903	If I want to login to ECARES at 3:55pm I should be able to do so. Still my work day.
ST1595317	I was not here when move was made so can't vouch for courtesy of the technician. I was never contacted as to where I wanted the phone placed and the cord is just barely long enough to reach the desk surface (phone dangles by cord when overhead cabinet doo
ST1601539	I never knew about this anti-spam report option - why not publicize it more so employees know and can use it!!
ST1602723	Thanks for help
ST1609166	The problem was that my Blackberry stopped working because the contract ran out. Last year before this happened, I received a message from the NIH Wireless team warning me that the contract had 4 weeks left. This was a valuable service, why has it been



ST1624997	I don't have any suggestions but the CIT team work promptly to solve my problem. Thank you.
ST1625427	Thanks!
ST1626752	<p>I just want to thank the young lady who helped me out this morning. She was very patient with me and I thank her very much. I also Thank everyone else who tend to help me out whether I'm at home or at work.</p> <p>Thank you very, very much. Barbara Ann Pin</p>
ST1627197	I really appreciate the quickness of the response (like, 15 minutes after request) and the clear interaction with the technician that resolved the mapping problem. Great work!
ST1628331	The service was great. A representative called me on Tuesday 6/28 to ask if I needed a PC installed. My response was no, but I actually do need a PC installed. In the voucher office, I make folders for patients and sometimes need to pull an ATV. I wou
ST1629994	I think CIT does an excellent job every time I have needed their assistance.
ST1639641	Quick response as always.
ST1641132	Thank you!
ST1642150	My only concern is that the 'cause of the problem' was not identified. Therefore, the 'problem' may happen again, and not only to me but other employees. This just takes up needless time to again 'solve' the 'problem'.
ST1644106	Thanks for coming to my aid. Jane
ST1648180	Excellent. Thank you.
ST1649705	Mike was courteous and effective in walking me through an unfamiliar-to-me problem. Thanks
ST1655920	Thanks
ST1668378	The assistant was VERY helpful, prompt, and knowledgeable!
ST1668550	Joe Gannon saved us from ordering a new battery for our mac. We were sure that was the problem until we consulted with him. We're always going to request Gannon from now on. Thanks.
ST1680253	Boris the support team member provided outstanding service as did Joe Gannon. They deserve recognition and high praise.

ST1680669	No, you're doing a great job!
ST1686806	Candice was a great help. She was excellent at solving nothing for me. I did it on my own.
ST1699241	This experience, like most I've had, was excellent. Sometimes, though, the HRSA tachs are slow to respond to problems after the ticket is issued. More than once, I've waited 4+ hours for any response to a problem that made it impossible to log into my co
ST1703073	good work!
ST1710098	NIDA computer support people are great.
ST1714238	I have never anything but the most courteous and help service from CIT. Thank you.
ST1720042	No. I have always been please with the help desk.
ST1726829	A young lady by the name of Soma, (I do not know if I spelled her name correctly), and a gentleman by the name of Morgan were a great help to me. I value both of them very much for the excellent assistance that they provided to me.
ST1735739	Great help, as always. The Help Desk is a fantastic resource and everyone I get help from is excellent!
ST1737444	I appreciated the quick response and that the responder was thoroughly familiar with what to do to resolve the problem. He walked me through the solution quickly and easily.
ST1739019	The instructions for installing VPN were not clear in some aspects, mainly the username and password that I should use, so I had to wait until someone called me home. Otherwise, I think that I could have installed it by myself. Thanks,
ST1742769	Excellent help as always.
ST1750002	THANK YOU
ST1752232	Excellent service as always. Thanks.
ST1756431	Thank you.
ST1326907	Very excellent help as usual. Thank you.
ST1332796	Stacey was extremely pleasant and helpful.

ST1340093	None at this time
ST1348650	Overall in the past 6 months or so, I believe the help I have received has improved measurably.
ST1350672	Glad you folks are there for us!
ST1356642	no other comments, just keep up the good work!
ST1367702	Very quick response--always appreciated!
ST1372461	Amy the person who helped me with my problem was very patient, courteous and understood my problem. It took a few minutes to resolve the problem but she helped me. Thanks
ST1372790	Nice, quick response to my email for help. Thanks.
ST1374796	The link did not open for the customer support person, nor for me (needs updating, but that's probably not your responsibility.) Customer support person was VERY kind and helpful!!!
ST1375017	Clone this consultant and share him with OD. thanks again! --Chuck
ST1377607	i appreciate the VERY rapid response and solution that was right on target!
ST1381363	I think the service that you provide is excellent.
ST1381559	Brian(NIAID person) was GREAT -efficient, timely, knowledgable!
ST1385921	Original diagnosis was correct, however, delays ensued as a result of organizational communications. My ticket was sent back to the original help desk agent that eventually resolved my problem. He really did a great job!
ST1386559	The technician was very knowledgable and patient.
ST1390926	thank you verry much
ST1397340	Your services are performed in a consistently outstanding manner, with courtesy and a mind-set of helpfulness that permeates your efforts. Thank you very, very much.
ST1399219	Just Thanks for the help.

ST1402535	None at this time other than I have received excellent support recently.
ST1407687	Always excellent service. Thanks.
ST1409098	Thank you for all your help and talking with my son whom was able to do what you instructed him to do. Thanks you so much.
ST1421544	As always I received outstanding service
ST1423665	The service was very quick and complete. Keep up the good work!!!
ST1432159	Thanks to Jeff Morris and David Awwad for making this action happen. It was done in a timely manner and with great professionalism. Thanks again.
ST1432769	no not at this time.
ST1438010	We need more people like Philip Davis, he was very courteous and patient. His service was excellent.
ST1439895	The consultant was very efficient and knowledgeable of the question posed at the time. She did answer my question in a timely manner. Thank you.
ST1442629	If the problem continues, I'll call next week. Otherwise, this took care of the problem. Thank you, Christine
ST1452652	We are fortunate to have such excellent tech support at the NIH!
st1454399	I always get very timely and accurate help from Ray Danner on my SAS programming problems. Thanks very much!
ST1457237	Not at the moment.
ST1464601	Kendra was helpful. I still do not have an ID for ADB. Kendra cannot issue that number. My request is still waiting for reactivation. Thanks.
ST1466353	He was very patient, helpful and I am grateful to get this accomplished as I work the full weekend and need this service. THANKS A MILLION, Dempsey! Mattie
ST1470093	Todd was extremely helpful, patient, and courteous. My experience with him could not have been better. He was very thorough and went to different sources to obtain the answer to my request.
ST1470234	The initial person I spoke to did not understand the problem and indicated that I was not explaining it in an appropriate manner. However it was a global issue rather than a number of individual ones.

ST1473516	Great service! My server is now up and running.
ST1474639	Without the Help Desk, I would be lost. Thank You Ladies and Gentlemen for doing such a wonderful job.!!
ST1481763	Steve Lindstrom was TREMENDOUS! He followed up diligently, leaving several messages while I was out of teh office. Once I got him, he effectively diagnosed the problem and did so by explaining things to me lucidly and with extreme courtesy. He offered me
ST1493241	I experienced commendable service. Thank you.
ST1493332	Michael Flanagan was very helpful and the problem was resolved in a timely manner. Thanks again.
ST1496658	Both Morgan Glines and Charles Mokotoff responded immediately to resolve the problem. I now have an effective LINK into NBS and the NIH Portal due to their E-mails and guidance from Morgan via telephone.
ST1503943	very friendly, polite and efficient!!
ST1505139	I always get excellent and courteous service. I never have any complaints. You people are very very good. Thank you.
ST1508880	Both Julius Diggs and the CIT Technician were extemely patient and resolved the problem of my E-mail address being reflected as the official NIH address vs. the old Willco Building address which was cumbersome for people to input and which should not be u
ST1511765	I felt that I was understood and that my problem was resolved quickly and proffessionaly. Thanks
ST1518195	The upgrade service pack was on my desk top not lap top but I think the result is the same.
ST1518910	I understand that this concern was expressed by others, the culmination of which spurred on these changes. Nonetheless, I am glad to see action in direct response to client concern. Thank you.
ST1521530	The service exceeded My expectations
ST1526819	Thanks for your help.
ST1529658	Thank you
ST1530343	This was the second try to resolve his problem with help from CIT/TASC. The first go-round didn't resolve this problem so we are very grateful to Mike Flanagan and Phil Davis for resolving it on the second try!
ST1544175	Andy Anderson ws extremely helpful and patient. I appreciate his persistence and patience in getting this resolved for me. We need more individuals like him. Thank you.

ST1544489	Joe Gannon was exceptionally helpful, supportive, patient, and courteous.
ST1546619	Thanks
ST1547676	Dispelled a myth for me. Thanks Alex.
ST1548433	no
ST1550045	no improvements needed
ST1553341	I have used this Help Desk several times while working at home for software/citrix and other IT challenges and found everyone MOST helpful and, even on weekends! Thanks--I appreciate it!
ST1556441	None at this time
ST1563241	Joe Gannon is very patient and very polite. I appreciate all of his help. Mattie
ST1563887	If we could only get the rest of the government to be so effective.
ST1326292	This was very fast - I did not expect to be added to the distribution list within minutes of my request! Terrific Service CIT!
ST1326317	I think they've been very helpful each time I've called them. Thanks
ST1326959	Great Service!! Well Done.
ST1335452	The consultant was extremely knowledgeable and quick to solve my problem. I am extremely grateful for the expertise and knowledge of the consultants. Thank you, Sharon Painter
ST1335743	I really like that the NIH help desk staff stay on the line while you are working through a problem that may take several minutes, especially if it involves rebooting the computer.
ST1341962	Thank you for the quick response. I was upset that I 'lost' such a large folder & could not find it. Thank you again!!
ST1342683	The technician who assisted me (Mike) was outstanding. He understood the problem and did not give up until the problem was resolved. He also possesses "Excellent" customer service qualities.
ST1345875	The CIT representative was just great!

ST1350909	We all know that Customer Satisfaction is an on-going effort but I must confess, your support staff is always congenial, patient and helpful. You never make us feel rushed and almost always hav a solution.
ST1359453	all is well
ST1363599	The person handling this was excellent. Very courteous and well informed on the subject.
ST1368694	No I don't have any comments at this time.
ST1368725	Question 4, should that read "you" or your"?
ST1368790	Mike Dorsey was incredibly helpful - he quickly screened the many parameters I provided and walked me through a quick and easy solution to the problem. A+++++++
ST1370390	Justin was extremely courteous and helped resolve my Blackberry problem in a timely manner.
ST1371114	I received immediate service without having to wait. That was great as my need was urgent!!
ST1373132	Service was excellent.
ST1373359	Thank you, Brian.
ST1373436	The servis was very quick and professional! thank you very much!
ST1378551	Thank you so much for your help!
ST1381829	Whenever I call the help desk everyone is extremely helpful and so courteous. I thank them all.
ST1385495	I figured it out myself before speaking with consultant, but he was very polite.
ST1386999	good work. keep it up.
ST1391438	It was good to have the telephone responder assist me by phone. She identified the problem and walked me through the solution immediately. Thanks
ST1395351	They did a nice job as usual.

ST1396643	While deactivating inactive ADB accounts is prudent, the policy of deactivating them after 90 days of inactivity is problematic. Perhaps extending the 90 day time period to 9 months or a year would make more sense. Thanks.
ST1399229	Brian was patient and thoughtful in his effort to help me fix the problem I encountered with excel. Great job!
ST1401649	Thank you!
ST1411372	Great work.
ST1415954	Thanks for all your help!
ST1418230	Excellent service as always.
ST1418435	Very useful and effective service advice and action from Ann Thai.
ST1427444	I've been very pleased with every customer service person assigned to us over recent years. Jay, in particular, has gone out of his way to be helpful and friendly. It's deeply appreciated.
ST1428054	I appreciate the speedy action.
ST1434067	I didn't catch the name of the fellow who helped me, but I was very impressed. Terrific job.
ST1435771	I was very impressed with how quickly she solved the problem. Many thanks!
ST1436741	Ray has always been extremely helpful with ADB issues. His work is very much appreciated.
ST1437534	I get very excellent help whenever I call the help desk. Thank you.
ST1441825	I would like EXCEL courses to be taught through CIT.
ST1444936	Thanks for the service,  It was resolved almost as I requested.
ST1451445	I didn't get his name, but the tech who helped me was very knowledgeable and understood my problem immediately. He walked me through the steps to fix it. Great job!!! Thank you, julia
ST1459539	The IT gentleman was great. Thanks to him for the help. My problem is that the survey form is too long for us to answer. The IT tech was great. Thanks.



ST1459674	The Technical Support provided was exemplary
ST1469613	Thank you
ST1471222	Great service.
ST1480430	Wish I had the same help when my hard drive needing fixing ( during that time it would have helped to have updates on the status of when the hard drive was going to be fixed).
ST1480693	Thanks
ST1500389	I appreciated the professional support.
ST1505655	Thank you for the great and timely service
ST1513704	Patty Cleveland was exceptional in her knowlege and ability to walk me through the process and receive immediate results. Thanks Patty.
ST1519706	The gentlemen that handled my account did an very good job finding the problem and completing the task.
ST1520840	Thank you
ST1521349	Very courteous
ST1527355	I first phoned in at about 6:29am. The system put me on hold, and told me to wait for the next available technician. I waited with no answer until about 6:50am, and decided that either the network was completely down and everybody was tied up, or there
ST1535451	Excellent service!!!
ST1538090	Ray was very responsive and willing to help.
ST1547082	The person who helped me was very pleasant, patient and helpful. Thanks!
ST1547737	Thank you!!
ST1556122	Rod was extremely patient, checked out all options, and finally solved the problem. I couldn't ask for better service. Rahael then got on the line with good advice on how to back up my Outlook folders. Many thanks.

ST1573803	Good job by Rahel.
ST1579853	The young male was very helpful and professional. I appreciate the outstanding service.
ST1581927	Your assistance was first rate, but I did not know this was a multiple technician support effort. Some indication that your action was complete, but further work needed to be accomplished would have helped and avoided some confusion. Thanks!
ST1584219	The help desk representative help me solve the problem during the initial call to report it. She was great and I appreciate her help.
ST1591782	The NBRSS Travel System has been very slow lately unlike it has been in previous months. I will wait and see if it continues to cause problems and then if it does call the Help Desk back. Thanks.
ST1607641	No additional comments since the service I have received has always been excellent.
ST1610342	I have always received excellent help from all staff at CIT. This time I spoke with Brett & Paul, and both were great.  Thanks!
ST1615899	The person who helped me was able to make sense of a confusing situation and, in the end, was able to put me in touch with the right people. I appreciate his help.
ST1616768	Rod Roberts was thorough, kind and considerate. He is a tremendous asset to your office. Thank you, thank you, thank you!!!
ST1617458	I very much appreciate the consultant's patience and good humor.  Thanks.
ST1617706	This is a nice addition to the survey, as previous versions were very frustrating because one could not describe what actually transpired. This is much more satisfying. Thank you.
ST1621451	Tony was very, very helpful.
ST1624113	Phil Jenkins is great!
ST1628060	Did a great job.
ST1628825	Thanks.
ST1630616	The gentleman who assisted me was very friendly and helpful. Thanks!
ST1632598	My supervisor and I found it more than a little disturbing that the Exchange server that our entire office is on would be rebooted in the middle of the day without prior notification or warning.

ST1636888	I was very impressed that I was called back with an answer within 11 minutes of sending my email asking a question.
ST1637019	Many thanks!
ST1639857	I'm quite pleased with the help I received.
ST1646681	This is an excellent support
ST1648100	<p>Agent was initially too eager to close this ticket. I sent a reply back asking the ticket remain open until voicemail was established and I could successfully get in.</p> <p>Ticket was re-opened and I received my passcode later in the afternoon. No further</p>
ST1652795	Very excellent help as usual. Thank you.
ST1656173	I spoke with two technicians, both of whom were quite helpful. The problem appears resolved at present and I hope it doesn't recur. Thank you very much for the prompt service.
ST1660613	Dan was extraordinarily helpful. Rapid resolution of the problem and very courteous as he guided me through the steps. Please thank him for me!
ST1665340	I wish that NIH would inform us of changes to firewalls, computer work and other issues that may affect the end users (even NIDA IRMB didn't know of this change in policy). Thanks again to Phil (and Todd) for quickly understanding and resolving my problem
ST1665728	Thanks
ST1668595	was the helper in India?
ST1672045	The consultant emailed me later in the day to confirm that problem was resolved and the helpdesk would be available if further problems arise.
ST1674210	Brian was very professional and genuinely concerned.
ST1686480	The young lady who assisted me with my problem was very courteous and patient as I was following her instructions and I greatly appreciated that.
ST1687139	NO
ST1688201	I submitted this request 3 times - I finally called and asked to please speak with someone - thank you -

ST1694277	Thanks!
ST1696822	Jamie was the person who helped me on this. He was terrific. I have had only great help from the Help Desk. Thanks for your great service to the NIH.
ST1698595	none
ST1699368	The SERCH system is quite slow and the users manual isn't that friendly. Perhaps a little refinement is in order?
ST1713852	Great job Patty! thanks for all the hard work.
ST1714295	Thanks to the tech
ST1715683	I always get very helpful and knowledgeable assistance. Very grateful to you all, since I seem to have to call on you frequently.
ST1717659	Always so helpful
ST1722773	Please call and leave a voice message if you can not resolve the problem in the same day. thanks.
ST1725013	Very prompt and excellent help as usual.
ST1728182	Thank you
ST1728397	Operator inexperience is current problem. Thanks for getting me started.
ST1731521	This was the first time in months I've received a timely response to a problem. I have dialed the 401-4357 Help Desk number numerous times and had to hang up for immediate problems that could have been easily resolved. The NIH Help desk must be a differ
ST1735768	Thank you for your assistance.
ST1741551	Very responsive-as usual!
ST1742853	Thank you!
ST1751921	We really appreciate the quick turn around in completing this task in such short notice! Much appreciation to Ms. Pam Davis for her continued assistance to the Operator Services Team!!

ST1328413	Thanks for your support!
ST1329676	Very courteous - Thank you!
ST1335073	We got disconnected in the middle of the conversation but the problem was resolved promptly. Please convey my apologies and thanks to the Rep. (David)
ST1342681	Justin does a great job.
ST1344206	It seems as if there was a momentary network slowdown. The problem resolved itself.
ST1345216	Great customer service!
ST1346640	I learned so much today and I am so grateful to Brian.
ST1346960	Between BOSBE group and VPS Printing group my rear got saved even though it took all about four hrs to figure it out. Even the CIT folks in 10 CRC helped isolate the problem in a timely matter.
ST1349499	Ike was very knowledgable and courteous--helped me a GREAT deal. My compliments to him and your staff. Thank you very much!
ST1352098	This survey didn't take into account that I fixed the problem myself and told the helpdesk to cancel the ticket.
ST1352113	The technician was very helpful.
ST1352219	IKE WAS COURTEOUS AND PATIENT IN HELPING ME FIND CRITICAL DOCUMENTS WITH IMPORTANT CONTRACTING DEADLINES. VERY HIGH QUALITY SERVICE. DCR
ST1363984	thanks for the support. keep up the good work!
ST1368328	Great job. He knew exactly the problem and fixed it immediatley.
ST1372145	Thank you again for all your patience and assistance.
ST1372154	Thank you for helping me.
ST1377146	It was great to get someone on the telephone right away, instead of having to wait for a call back.
ST1380432	The response to the problem was very timely. Excellent customer service. Thank you.

ST1386592	Thank you!
ST1393690	I recieved quick and accurate assistance.  Thanks
ST1395888	Always make sure when anyone from my office calls in a request, that we are contacted no more than an hour later. We can not afford to be down more than half a day, especially the Imaging Group. Thank you
ST1399830	Mike was outstanding, just like the rest of the Helpdesk, it business as usual
ST1399833	I always get excellent help. Thanks so much.
ST1404026	Very help indeed, I am pleased that I could get into the secure email to change the password and could not without the excellent help.
ST1404474	Thank you.
ST1407183	Great tech, courteous and helpful keep up the good work
ST1407762	none
ST1432698	Mike helped me expedite the Telephone Service Request. Exemplary work. His knowledge helped save time and energy. Thank you.
ST1435617	As always I received very timely and PROFESSIONAL support. The problem was solved right on the spot.
ST1437490	the person who solved my problem was the epitome of patience, grace and professionalism -- i am most grateful.
ST1442650	Andy Anderson was very helpful, patient and quickly helped me resolve my problem. I appreciated his efforts.
ST1442970	I see no way this request could in any way be improved. My compliments to you & the gentleman I spoke to on a job well done.  Please pass this on to him: Well Done.
ST1456540	Support and guidance to resolve the problem was fantastic!! Thanks a million.....
ST1463922	Just continue using friendly, courteous people to serve!
ST1470537	Very helpful - thanks

ST1471294	Great response -- he patiently walked me through the possibilities. And then gave me advice about what to do when all else fails. Can't ask for anything more than that!!
ST1475261	The issue with the ISDN lines was not resolved today, but I understand why. The analog/voice line is up and running. This will be satisfactory for the Monday teleconference with Italy.
ST1476232	Yes, he was EXCELLENT. I was most pleased with his patience, time on the problem and professional manner. (Sanuk). I do hope that NIH/ CIT will work to get zone alarm compatibility since it is a good security feature for home computers. thx and have a go
ST1478005	The Help Desk representative was extremely helpful and fully answered my questions.
ST1482283	Problem was resolved within minutes of submission. Handled over the phone by a very patient, courteous and capable staff member
ST1486422	I received outstanding assistance with my e-mail problem
ST1487460	ECARES was down that day and was very erratic.
ST1493468	The person helping did his best to find my lost material and the back up system seemed not to work as it was named and I had been typing on it for 2 1/2 hrs and I found that the back up is for every 10 mins. so much for the "back up system". I must say th
ST1498566	Was very knowledgeable of the problem at hand.
ST1504377	*****
ST1504581	I appreciate the assistance over the phone to walk me through the on-line correction of this error.
ST1504582	very promp response from NIH Help desk. Problem resolved!!
ST1505433	Sean was patient and helpful. He understood my problem and waited for me to be sure I was clear on what I needed to do. I successfully changed my password and synched them! Thanx Sean.
ST1507481	Once Again - Great Support!
ST1510419	No, this service was perfect. Thanks!
ST1510589	I was happy to see that they contacted me even though it was after 5 pm.
ST1511104	I am very happy with CIT's support - professional, courteous and in general outstanding staff.

ST1521401	Quick and courteous! Thanks so much.
ST1529011	I do not recall receiving a call from CIT asking me if they should contact the AO. I also did not have a subsequent telephone conversation with CIT personnel on the final fix. The generated e-mail was the final notification to me that the AO or timekeep
ST1529480	This is a reoccurring problem. When Tech support upgrades my machine it seems as if the destroy my link to ITAS. Is there a way of preventing this. The tech support guy on the phone says that it just happens sometime. It certainly slows one down. H
ST1530645	She was very nice and her answer was helpful.
ST1531385	Yes I wonder if we will be able to correct profiles and/or statements of appointment/termination notices entry if there are errors. Must we contact the Help Desk for each correction, or can we correct ourselves.
ST1533752	Many thanks.
ST1536955	Great and fast help over the phone- thanks!
ST1542213	CIT has been supportive with its professional staff. I'm very satisfied.
ST1545284	My IT problem was resolved within minutes of my submitting an e-mail request to the HelpDesk. It is exceptionally satisfying to receive help within minutes so that I can get back to more productive tasks.
ST1547990	It's usually easier for folks to reach me via email, since I'm in so many meetings.
ST1566997	Randy Francini is always helpful and courteous. Thank you Randy for your prompt service!
ST1576408	Thanks
ST1576946	The initial response was not exactly satisfactory but the consultant tried his best to be helpful and the problem was eventually resolved.
ST1577191	Joe is a GREAT guy!!!
ST1578067	The ticket was cancelled before anything was done. I had mis-typed my password a couple of times so there was really no problem that had to be fixed.
ST1581078	I really appreciate Quang responding to the matter immediately so that I may be able to carry out the task that are required of me efficiently and effectively.



ST1588422	We both had trouble changing the password and had to call the NIH helpdesk, but once we did we were able to get the password changed to something the system would accept. The major problems were that I was not notified that my password would be expiring
ST1591066	I don't have any suggestions; however, I want to commend the CIT staff person that assisted me today. She was very professional in her tone and prompt in her response in helping me. Thank you very much.
ST1592953	The gentleman was very kind and patient with me.
ST1594732	Patty Cleveland is always courteous and extremely helpful. Thank you Patty!
ST1598864	The person helping me was extremely courteous, knowledgeable and concise. Couldn't be better.  Keep up the good work!
ST1605537	Service Tech, Phil Jenkins, was very professional and knowledgable.
ST1610079	Alex Naron was very expedient, courteous, and professional in handling my request!
ST1613011	Keep up the good work!
ST1614356	The traffic on the NIH servers must be tremendous. I guess I should be glad things work as well as they do.
ST1615236	The consultant was extremely courteous and helpful!
ST1626318	Jamie was articulate, patient and efficiently walked me through the process.
ST1629088	The young lady was very profesisonal,knowledgeable and courteous. Great job!!!
ST1629437	I was please with the service.
ST1640622	Randy Francini always do a great job. Thanks Randy,
ST1656429	Just to add on how satisfied I am about the outstanding CIT service that I just received: knowledgeable, exceedingly efficient, problem solved!
ST1660009	Contact information on accessing the CIT website from the main NIH website needs to be updated. Organizational listings, e.g., Division of Engineering Services are obsolete, old Help Desk Phone number is still listed.
ST1666824	I am very grateful for the support given by the NIH Help Desk and their polite and efficient staff.

ST1670625	The CIT consultant was extremely knowledgeable and helpful and my computer problem was solved efficiently and in a timely manner.  Thank you,
ST1671293	Mike Dorsey is fantastic and was extremely courteous and friendly in explaining the situation to me.
ST1674516	NO, additional comments.
ST1674767	cus
ST1676699	once she said the words microsoft excel, I then noticed that I did have it, I thanked her for her time
ST1680856	The Help Desk Representative did a good job. Very sound and practical advice to reboot the computer. Thanks.
ST1682088	Carla was very professional and extremely helpful. Thank you.
ST1686749	This whole business of multiple passwords is getting more and more complex. Are we ever going to get to the one-password system?
ST1700518	I needed to use the program over a weekend, and called tech support on the chance that someone would be there to answer my question. Initially I left a voicemail, but very soon afterward a tech person called me back and very efficiently and successfully s
ST1708976	I was unable to log on to and use Delpro from Aug. 16 to Aug. 26. Seems there was alot of unnecessary fumbling around in getting my identity reestablished and getting my computer properly assigned to Delpro.
ST1710399	pretty good service, thank you so much
ST1710905	Thanks
ST1717927	The consultant was extremely helpful, expedient, courteous and pleasant.  Thanks
ST1718116	Service was perfect. Thanks.
ST1722064	Joe is a gem! Please clone him.
ST1722107	Joe was very helpful, friendly and had my software up and running within minutes of my request. Many thanks.

ST1725802	I'm very happy how Lakisha Jackson has helped me. She is very prompt, polite, patient and effective. Thank you very much, Maya Goldfarb
ST1729936	We were not provided with information on how to change the password.
ST1731214	Extremely helpful as I was feeling anxious about my problem
ST1733777	CIT techs, Bob & Fernando, were very professional & supportive.
ST1735117	Another problem related to retrieving grant reports from IMPAC has arisen, apparently related to the monitor setup, and led to a second help request.
ST1738539	The Technician was very polite and not at all patronizing that it was just a simple oversight by me. Hire more people like this! Thank you, Jennifer
ST1743087	As I mentioned in the phone conversations, I like the feedback system, it ensures that the client thinks the problem is solved. A caution here in that sometimes it's tough to appropriately handle a call when two vendors are involved. It is good to be aw
ST1743120	I submitted the ticket directly, so there was no consultant involved. You should add a "n/a" response option to some of these questions.
ST1744829	In my experience, most helpdesk people are completely unfamiliar with questions I call about and are unable to answer them quickly. I was very pleasantly surprised today that she (sorry, I didn't ask for her name) understood what I was asking, that she w
ST1747458	Let's see if it stays fixed. I do not like it when IT adds patchlink update agents or anything else without notifying me, as it does/may affect computer performance.
ST1750505	Customer support was fine. However, I think it's absolutely ridiculous to have to submit a form to request a Keyword change for ADB when the screen supposedly gives you the option. I wasted 30 minutes trying to change the keyword myself since the system
ST1751014	Contractor did everything they could to help fix problem. When he couldn't resolve the problem, he gave me all the information he gathered so my IT person could take a look at it before I would have to take the drastic action of wiping my box. He was ve
ST1751454	Phil Jenkins was very knowledge and helpful in tending to this matter. Thank you.
ST1751872	Both the telephone technician and the desk technician were very helpful and concerned about my problem, kudoes to both of them. Thank you
ST1320041	Great support; thanks.

ST1328576	He did a great job! Thanks.
ST1332187	Cit folks are a pleasure to work with always. When the chips are down they are ever so helpful
ST1336291	AS ALWAYS I RECEIVED VERY EXCELLENT HELP.
ST1339055	You have the best people!!!!
ST1341741	I think it is wonderful that the support staff are so well trained that they do not burst into laughter with some of the stupid problems that people like me call about. Thnak you for your kindness.
ST1342422	CIT was wonderful however I have a problem with forms not downloading easily on my Mac. Don't care for the difficulty in getting forms these days.
ST1348207	Mike did very good work and helped solve my problem.
ST1348954	Thanks!
ST1357640	Stop creating tickets for simple yes or no answers especially when there is a system down NIH wide and a tech just wants confirmation.
ST1357673	Everyone has been very helpful with all the issues regarding our move. Thanks
ST1366027	Quick response.
ST1367100	I am very pleased that I did not miss any calls that went to my previous #. I find 5 rings when calling my number is long could it be changed to 3 rings instead? Thank you very much
ST1380052	thank you for your patience.
ST1383024	maybe the server problem can have a band-aid solution to apply during the interim when server is down? I was without email much of the day-
ST1383406	THANK YOU.
ST1385350	Re-do the outgoing message on the answering machine at 496-4357 to take out the pause between "the NIH Help Desk" and "Please listen to ..." so people don't think they're already talking to a live person as I did the first time I heard this.
ST1397180	Yes the person whom helped me was great. She took her time and really made sure I was able to instal VPN on my home computer. I thank her so much.

ST1401521	The Helpdesk service rep was extremely helpful and responsive. I truly appreciated the timeliness. The technician came over right away and corrected the problem. Many thanks!
ST1401837	Excellent response time and content!
ST1402127	Brian was OUTSTANDING
ST1403561	Thank you very much for being available.
ST1404452	I enjoy working with Parrr Cleveland. Her response to help tickets and requests to help the users has been very helpful and has help me get my tasks done in a prompt manner
ST1406329	Gentlemen was very knowledgeable
ST1406434	Outstanding service
ST1418582	Excellent service...Dan Gaines was prompt and extended exceptional professional courtesy
ST1420797	Phil was Great!!! I'm not very computer savy, but he made the move of my email to VPN quick, easy, and not at all painful. You've got a great guy there. I hope all of your people are as good!! Cheers, Adrienne Kitts
ST1425095	This ticket was handled in the most efficient way possible, timewise, grasp of problem and immediate solution! For future help I would emphasize the importance of immediate responding. I really appreciate it!
ST1425278	Here are the instructions as I understand them from a very nice gentleman named Ray Danner in CIT.  To grant RACF access: Go to <a href="http://silk.nih.gov/">http://silk.nih.gov/</a>
ST1428257	Very nice person on the other end of the phone (Lakessa, I think)!
ST1429159	Great response - thanks.
ST1431823	I always get good service
ST1451999	AS ALWAYS GREAT AND VERY PROMPT SERVICE. THANKS FOR YOUR SUPPORT
ST1453275	Justin White did an excellent job tracking down this problem, finding a solution, and then helping me follow the steps to fix it. He showed a great deal of initiative in making sure that the problem was actually resolved. Excellent work!
ST1457783	The person I spoke with was very helpful and solved the problem.

ST1466857	Philip did a great job.
ST1473355	
ST1474140	Just wanted to say that Jeff Wilkerson was remarkably helpful and knowledgeable, and service was very quick for this request. It isn't always this way, so it's much appreciated today -- thanks!
ST1477773	Although you were able to help me resolve the issue fairly quickly, I'd say that the response time could still use a little speeding up. I wrote my email on Monday at 2 p.m., and it wasn't fixed till Wednesday. While that's pretty good, it could still be
ST1484087	thank you
ST1489570	Very well done. Thank you.
ST1490424	Thanks and keep up the GREAT work:-)
ST1490560	The consultant was not able to get to the relevant web page to describe specifically what to do there, so offered another solution. After hanging up the phone, I tried that solution, but it only partially worked. However, It was sufficient to give me an
ST1504651	Received the usual fast, courteous service.
ST1507437	Keep Up The Great Support!
ST1509364	The person who helped me was very pleasant and helpful. Keep up the good work!
ST1511423	The high level of assistance I have received EVERY time I have contacted the helpdesk is greatly appreciated, especially considering the constant state of change we are going through with new systems, etc. Thanks all!
ST1512400	Joseph Walker and Kelbert Rollins were both extremely courteous and worked diligently to help resolve my being able to gain direct access to my workstation that evening -- which I was then immediately able to do.
ST1517756	Just testing the survey - need to know if the Submit button works on Macs.
ST1522274	The person was courteous, patient and extremely helpful. My problem was resolved in record time.
ST1532983	thanks, good service!
ST1534271	Outstanding!!!

ST1537551	Thanks.
ST1538279	The Customer Service Rep was extremely pleasant and helpful-----I do not remember her name.
ST1545494	Quaye completed this task expeditiously!!
ST1547087	I received excellent service in a timely manner. Thanks
ST1550097	I have only/always experienced timely and quality service with everyone with whom I've dealt in CIT. Thanks for the superior service!
ST1553114	The URL that the CIT person gave me over the phone was <a href="https://itas.nih.gov">https://itas.nih.gov</a> and that worked. The URL shown on the previous page of this report had http without the "s". Which is really correct?
ST1553246	The Help Desk was very helpful and pleasant on the phone.
ST1554204	I have always felt that Richard Moon and Bill Nguyen have been exceptionally helpful. The person I spoke with just now was great as well.
ST1557390	Was very thankful for the solution to the problem given by the technician. Nice phone personality also.
ST1562102	Mr. Boris Johnson was extremely helpful and my problem was resolved very quickly. Thank you very much.
ST1549736	Everyone should be as courteous as she was and as effective in solving problems
ST1551551	The one question you didn't ask was "did the support person make you feel stupid asking your question?" The answer was NO! This was a quick resolution to an irritating problem and he handled it effectively on the phone. THANK YOU!
ST1553617	Staci provided excellent fast service!
ST1554079	Joe Gannon, with whom I spoke, was terrific.
ST1554242	I have delt with Mr. Danner on several occassions. He has always gave me excellent service and I dont know what your organization would do without him. Thanks again.
ST1556112	Anita M. helped me with my request. Her responses were excellent, a big help.
ST1565442	Thank you.

ST1566071	No additional comments. Excellent service, thanks.
ST1566190	I am consistently impressed with the knowledge and level of customer service from the CIT help desk reps.
ST1566526	N/A
ST1569418	The only comment I have is, I'm still waiting for someone, to check on my computer to see why I am unable to print to the Xerox color copier.
ST1576018	The service provide was absolutely excellent, fabulous -- and just sooo wonderful. The problem was corrected immediately. The person that handled the job (can't remember his name but he did tell me) should get a nice raise, trip to the Caribbean :!!!!, or
ST1578706	I was little confused at first but, later things went okay. I'm wondering if your techs can access my computer at the same time and show certain areas where I got lost or didn't see what he was referring too?
ST1579112	Thanks for your time and help. Apologies for the delay in filling out the survey.
ST1580454	All went smoothly and error free. Thanks!
ST1582306	Thanks Trish.
ST1588666	I always get excellent service from the professional staff there. Thank you.
ST1590214	thanks for staying on the line to assure rebooting worked.
ST1590341	The consultant who helped me was extremely courteous and helpful. She's also very patient.
ST1590654	stop using Remedy. The interface is slow, hard to use, and doesn't work with either Macs or Unix. As LAN tech support, I have to interface with a screen that frankly has too many options, many of which are obscured under drop down menus.  Althoug
ST1602946	I don't know of anyone who knows of this useful feature!
ST1603814	Very conscientious... great service!!
ST1603910	Thank you for the quick response!



ST1604066	The response was extremely fast -- and the techs fixed the problem, and over the phone. It would be hard to ask for much more: A+
ST1608276	Really great job!
ST1612335	I was having a problem changing my password. The lady was very courteous and she walked me through the process and I had no problem changing my password after talking to her. Excellent Customer Service.
ST1613156	Technician was very helpful, called back to verify problem was fixed.
ST1629525	N/A
ST1630985	Thank you for having the "answer" on how to "change my ADB" password. The Help-Desk is extremely important for all employees' upcoming questions/challenges.
ST1633247	I think that you need to have more than one helpdesk engineer who understands Macs and OS X.
ST1644232	m
ST1649572	First Helper was patient but didn't understand the problem. Second helper was excellent, but the total time required to delete 2 accounts in Titan was 45 minutes. This does seem a bit excessive.
ST1654430	I ran into this problem on a Saturday, and was more pleased than you could imagine to find someone from the Help Desk on duty over the weekend. The technician with whom I worked was just fantastic....he could not have been more helpful. My problem was not
ST1659371	Excellent help as usual. Thank you.
ST1659687	There is a typo, "you", not "your" in your question 4!
ST1662564	Darrel, thank you for calling me so quick and taking time out of your busy day to walk me through the website my.nih.gov.
ST1675079	Very friendly and wonderful. Thank you so much!
ST1680268	Joe Gannon is a consummate professional and has again rendered outstanding service. He deserves the high commendation and recognition for his performance.
ST1683671	The Helpdesk Personell was GREAT! and professional, courteous, and helpful. John
ST1686892	#4 question has a typo ("your" should be "you")

ST1688932	Actually he was great, especially since I was thinking so slow. Also, he was very patient.
ST1690449	The only problem is that I was not informed I would lose all of my contacts and calendar information during this process! The helpdesk staff should have known this process would do this to me and should have informed me to back everything up first. I am
ST1693800	Keep Brian happy
ST1699037	I very much appreciated Fernando Falcon's persistence in solving this problem. Thanks for the excellent effort.
ST1700108	The service rep escalated the issue to a manager who resolved the issue effectively and quickly.
ST1701506	Sorry for confusion. Everything is O.K.
ST1711240	Morgan went above and beyond the call of duty to assist me. I am extremely grateful. I know there are times when we do not answer these questionnaires, but this time I had to respond, because Morgan saved the day. Thanks a lot.  Lesley Wathen
ST1711417	This was an immediate need, where a file I had worked on ended up being saved in a temporary, initially hidden location. The tech was very patient and resourceful ... and we successfully retrieved my file! Thanks --
ST1716026	The only possible glitch in the process was that I received calls from two (rather than one) technicians to ask whether the matter was resolved. I can hardly complain of too much excellent service, however!
ST1721344	Fantastic service!
ST1723128	*****
ST1730029	Fernando was a big help and he followed up, which was great!
ST1731511	I do not know if this problem was resolved as yet - it was for my boss - thankyou
ST1735232	very patient
ST1739141	The consultant, Ms. Cathy Poole, was exceptionally knowledgeable and directed me through steps to correct my ITAS problem. Ms. Poole provided me with solutions and guidance on following through with the corrective steps to solve my software problem. Exce
ST1746619	I have to say I am very impressed at the efficiency and ability of Andrew Yi. He was very nice and solved the problem in lightning speed. He's a very good diagnostician. Thanks!

ST1753903	Sorry forget his name, he was very professional and knowledgeable on my problem. Well done
ST1320127	When there is an outage of the NBS Travel System, a note should be sent out immediately to all users of the system indicating that there is an outage and what the expected time to fix the problem might be. Thanks.
ST1325705	Very excellent and courteous staff.
ST1329492	It appears that 2 people replied immediately to my customer survey comments. That's plenty of customer service!
ST1329514	Carla was very professional and courteous. Thank you. Carol Jabir
ST1332294	Stacian Williams was extremely helpful and patient!
ST1333235	CIT is resolving the problem with the files showing that I needed the review course, when in fact I had taken the review course 8-3-04. Thanks Roland
ST1341876	Hello, I assume these CIT independent study courses have books available. Where is the library that contains them? Thanks for any info. - MP
ST1343603	I felt my question was resolved in a timely manner and that the consultant was well informed and courteous.
ST1345463	was very satisfied with the service
ST1345999	I very much appreciate the quick service I recieved from the representative -- she was very helpful in walking me through to make the changes.
ST1349083	The response time was extremely fast. My hat is off to your staff!
ST1354865	I had some trouble understanding the last person I was passed on to but he eventually got his message across.
ST1361158	Thank you.
ST1364423	Thought thru the problem and gave me the additional information needed for the total soultion - THANKS
ST1367429	Very satisfactory encounter with the Help Desk. Many thanks.
ST1374333	The request to add me to the HPOC list was completed, however my name does not appear on the list in the NBS - Gelco under HPOC. Will this be updated shortly?

ST1374341	Randy was excellent.
ST1379592	The help exceeded my expectations. Many Thanks!
ST1401944	The young lady I spoke to was excellent!! Thank you again for all of your help!!:) )
ST1403101	Always very helpful when needed
ST1408731	My experiences with the helpdesk continue to be a very positive one. Thank you and keep up the good work.
ST1409733	The CIT Helpdesk didn't know that the 6.0 version could be downloaded from a website. OD OIT did know and added with the process.
ST1413176	Thank you for your help and support.
ST1417805	My only comment is that customer service and assistance I received was superlative in all respects.
ST1419146	Kudos to John. He made my early morning headache -- go away quickly, nicely, and effectively.  When it is time to give him a raise -- make it HUGE.  Kudos to the team -- and thanks again for the fantastic service.
ST1424476	Continue to provide Excellent service as provided by Ms. Cox!!!  Thank you.
ST1433711	Doing well
ST1434297	Thanks. TJ
ST1434578	This is about VideoCast. We got the broadcast back, but the slide quality is awful. Thanks loads.
ST1442894	the young lady who helped me was professional, courteous, informed, and possessed a kind mannerism.
ST1454913	I am unable to get to the ATV site. Any suggestions?
ST1463768	The consultant was extremely helpful and courteous and talked me through the necessary processes to correct my problem. Excellent customer service!!!
ST1466113	Thanks

ST1467367	Excellent response and help was given to my urgent response. Thanks!
ST1468785	No suggestions - excellent service
ST1479889	The technician was extremely courteous and was able to resolve the problem expeditiously. Thank you.
ST1481629	Phil Davis was most helpful. He stayed with the problem until he solved it.
ST1482878	Great Job and thanks.
ST1486226	Thanks for your patience!
ST1488293	Not sure I like that link was unsecure.
ST1492680	I didn't know that "Set as Default Printer" did not show up if it was already set as the default printer, since it printed to a different printer. Rebooting helped. Thank you.
ST1494040	I continue to receive excellent assistance from the NIH Help Desk and would rate this organization as one of the best at NIH.
ST1496497	I wanted to especially thank Dan for his help with this. He was patient and helpful on this problem that involved communicating with several networked computers.
ST1498270	the web link in the email address was broken in half:  <a href="http://ithelpdesk.nih.gov/emailNotifications/closureNotification.asp?ticketid=ST1498270">http://ithelpdesk.nih.gov/emailNotifications/closureNotification.asp?ticketid=ST1498270</a>
ST1498647	none
ST1504190	thanks for all the help guys..... good job.:)
ST1508881	The Helpdesk technician called and answered my question in less than 5 minutes! That was terrific! Thanks!
ST1510809	The CIT consultant was extremely friendly and helpful. The service was very much appreciated.
ST1514487	You guys are great! Thanks, Leonardo
ST1517783	I worked with Carla to resolve this problem and she couldn't have been more helpful and patient with me. Thanks again to her.

ST1521079	Thank you for service!
ST1523015	Terrific support, thank you!
ST1533938	Everyone was very helpful.
ST1539945	the comment i have is that i was changing my password in titan...the box asked for userid which i entered....after speaking with the technician, i was told that the system showed my password as having my account attached also...i asked if the box asking f
ST1543648	None
ST1545311	Thank you for the quick response and good work
ST1553177	Thank you!
ST1554083	I get very excellent help as always.
ST1554735	Quick and effective response
ST1558342	As long as Joe Gannon is affiliated with CIT, I know I will never have a Mac question/problem that will remain unsolved. He is the most knowledgeable and understanding CIT customer service expert I have encountered in my 17 years at NIH!
ST1559745	The help I received was first rate.
ST1564431	The password requirements are too difficult, causing one to have to simply write it and paste it on the computer--clearly contraindicated!!!dena yver
ST1565390	Very fast and accurate service. Fixed my problem. Thank you.
ST1573398	Although the IT person was not able to fully delete my problem, he did point me in the right direction, I took that direction and the problem went away. Thanks
ST1577152	Testing for Shawn.
ST1577784	The individual was extremely helpful and should be commended. Paul J. Duska, Contracting Officer, NICHD
ST1584759	Thank you so much!

ST1569180	K/Cathy was very patient.
ST1571631	Service was excellent! Keep up the good work!
ST1574989	Thanks!
ST1580271	Job well done, walked me through the process. Thanks
ST1580633	I think I already submitted a survey for this request. For tickets submitted in my name, I really need the users name who had the problem. Otherwise, I can't keep track of who the ticket is actually for. Thank you!
ST1586686	Help Desk personnel were very helpful and courteous.
ST1592761	You and your associate always do an excelent job
ST1595337	Maybe the first thing she should have asked is whether I had the caps on. (I felt so stupid after all the time we spent trying to get to the problem.)
ST1598617	No comments at this time.
ST1599370	I appreciate you taking your time to help me resolve my issue, as always!
ST1600167	hi m
ST1602194	Bill Nguyen and Richard Moon are excellent!!!
ST1604287	no comment.
ST1605319	Excellent support/service. Thank you.
ST1607147	I really believe there needs to be a way to have a Universal password that works with all the systems available at NIH, from DELPRO to the NBS to EHRP.
ST1618515	Maybe for computer illiterates like me, your recording should say "have you tried re-booting to solve the problem?"
ST1618622	Incorrect computer setup from 3rd floor impacted my LAN printer. No way for TASC to know.
ST1622309	Even though I had to hang up, the tech followed up with an email promptly. Thank you again.

ST1625072	The consultant took the time to walk me through the steps to reactivate my mail rules. He did not rush through the explanation/steps and ensured I was following along with him.
ST1625137	Todd was very helpful!
ST1636027	The young lady I spoke with on the phone this morning was very pleasant and helpful.
ST1636872	Technician provided helpful email instructions and contact info so I was able to contact him with additional questions which he answered. Extremely helpful interaction in which I learned additional useful features of my calendar.
ST1640924	The problem was solved very quickly! Thanks!!
ST1645494	Keep doing what you're doing!
ST1645906	he told me what to do and who to send the spam to
ST1648564	Your response and courteous service are very good. Cannot think of any improvements needed at this time.
ST1653093	The service was the quickest and most courteous interaction I have ever received from the NIH Help Desk.
ST1668760	Thanks for putting up with my impatience and ignorance about distribution lists. With the new SMTP lockdown policy, this new mailbox will enable by application to proceed as usual with confirmation messages. Thanks again
ST1671752	Thanks
ST1671974	Thanks Sean
ST1679257	I am very thankful to Randy Frencini. He works fast,effectively, and he is very polite.
ST1681748	She is patient and courteous - excellent service
ST1681820	The consultant who helped me was great. However, the person who answered the phone promised to get right back to me with someone who could help. I explained that I was waiting and she agreed to get right back to me. Two hours later, I called again and
ST1691456	Very professional and efficient in helping me accomplish the archiving of old sent messages!  Thanks,



ST1691659	I wasn't aware I could change my ADB password through silk.nih.gov Hope I can remember this for the future, thanks!
ST1700952	feedback took longer than resolving the issue, but .....
ST1703494	Joe was extremely patient, knowledgeable, and helpful! Thank you.
ST1711985	Thank you for your help! :-) DAJames
ST1715204	No.
ST1718438	Excellent service!
ST1719719	Carla was helpful, kind and patient. Her assistance was superb. She is a wonderful employee.
ST1723625	both young men were very pleasant and totally understood how important the issue was to me.
ST1724735	Thank you very much!
ST1732321	I appreciate the manner in which the consultant walked me through the configuration with patience.
ST1741395	Thank you Shaquita.
ST1748673	Very helpful in solving my email issue.
ST1753368	Dan was very patient and helpful regarding my question on perimeter access. I appreciate his assistance.
ST1753368	Dan was very patient and helpful regarding my question on perimeter access. I appreciate his assistance.
ST1754670	If this solves the problem, I'll be a happy customer. This is a repeat problem from yesterday which we thought was solved then.
ST1594471	The consultant was very polite and generous. He walk me throught each step with patience and gave me specific instruction to my understanding.
ST1597228	Daniel is the best. He really knows what he is doing and always has a smile!
ST1610193	No one called me back after my first call placed 6/10 after 5PM. When I call the second time on 6/14 my call was promptly returned.

ST1621885	Thanks for help
ST1623718	The person at the help desk, was very helpful. Thank you very much.
ST1625305	Very quick response. thanks.
ST1627684	thanks so much!
ST1630680	Everyone should be as good as Roger Litow. He is pleasant, listens, efficient and responsive in a timely fashion. BRAVO!
ST1632680	Brian was extremely patient and calm. I was very upset when I first called him because I was so frustrated thinging that I had deleted all entries on the calendar and he was a tremendous help. Thank you Brian.
ST1636825	Just a small issue, the person who contacted me talked a little to fast on the phone and was difficult to understand. IF he slowed down, that would be helpful.
ST1637579	Excellent, rapid response. Thanks to Jeff.
ST1640921	I cannot speak too highly of the service given by Joe Gannon...and many of my colleagues feel the same way.He gives clear instructions, is patient, and overall does a first rate job.
ST1641326	Very good service as usual.
ST1646651	I am grateful for the support
ST1648366	THE PROBLEM WAS TAKEN CARE VERY QUICKLY - THANK YOU
ST1650794	Extremely fast response - thanks
ST1651721	Morgan Glines did a great job!
ST1653418	Thank You and Thank You All Again!
ST1655040	I am delighted with the service I received from Mr. Gannon. He was prompt, knowledgeable, competent, patient, and cheerful. Thank you.
ST1660949	I got a superb help on this ticket, thanks.
ST1671292	I didn't speak with anyone but did receive a prompt email with instructions. Thank you!

ST1672484	Jack was great. Thanks.
ST1675973	The tech did a great job. Thanks
ST1676248	Please convey my thanks to Carla for her patience and consideration. You are fortunate to have her on your staff. What a gem!!! Thank you.
ST1680939	thanks!
ST1683164	Very helpful response
ST1689303	As always, Joe Gannon is knowledgeable and always has the answers to "Mac" problems. He is an invaluable asset to NIH!
ST1690033	Martin is wonderful. As a new kid on the block, he has more than helped in getting me set up with this computer.
ST1692429	I fixed the problem myself - took 4 reboots! - But the tech was responsive as usually.
ST1694751	Not at this time.
ST1704768	Thank you for your quick response. I actually like making the changes myself by phone because it gives me an opportunity to learn how to troubleshoot for the future. Appreciate your service.
ST1705510	His assistance was superb!! Nothing more to add.
ST1707119	I thank Nikki Thomas who was able to offer quick and competent help! I also thank Robin Rice for her help on a late Friday evening to ensure that I followed Nikki's instructions correctly. -Dr. K.Davis
ST1708036	Carla Johnson went beyond normal IT support service. Carla helped me identify and resolve a computer challenge and also "printed and faxed" the urgently needed "text" to me quickly. Outstanding and excellent IT support. Exemplary work done by Carla Johnson
ST1708430	Excellent help as always.
ST1714314	efficient
ST1714420	great service, as always. thanks much!

ST1718988	I wish to commend Morgan, Justin and Joe Gannon who all contributed in a most helpful manner to resolve our NIH and parachute problems in a timely interval. This was especially appreciated over a holiday period. Many thanks. E. Schiffmann,
ST1734215	Thanks to Patty for walking me thru the process.
ST1737409	Thanks for Quay's (sp?) quick and helpful response!
ST1745872	orderly process, creative problem solving, thorough. Problem resolved
ST1751960	OUTSTANDING assistance beyond the call of duty. Thanks much !!
ST1753637	make it easier to find the right (CIT) help desk e-mail address in the e-mail directory